

**FCC Form 481 - Carrier Annual Reporting
Data Collection Form**FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	619014
<015>	Study Area Name	GCI COMMUNICATION CORP.
<020>	Program Year	2018
<030>	Contact Name: Person USAC should contact with questions about this data	Chris Nierman
<035>	Contact Telephone Number: Number of the person identified in data line <030>	2024578815 ext.
<039>	Contact Email Address: Email of the person identified in data line <030>	CNierman@gci.com
	Form Type	54.313 and 54.422

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Yes

-- See attached worksheet --

**(300) Unfulfilled Service Request
Data Collection Form**FCC Form 481
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<300> Unfulfilled service request (voice)

54

619014AK310.pdf

<310> Detail on attempts (voice)

Name of Attached Document

<320> Unfulfilled service request (broadband)

<330> Detail on attempts (broadband)

Name of Attached Document

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<039>	Contact Email Address - Email Address of person identified in data line <030>	CNierman@gci.com
<400>	Select from the drop-down list to indicate how you would like to report voice complaints (zero or greater) for voice telephony service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize. Offered only mobile voice	
<410>	Complaints per 1000 customers for fixed voice	
<420>	Complaints per 1000 customers for mobile voice 0.103	
<430>	Select from the drop-down list to indicate how you would like to report end-user customer complaints (zero or greater) for broadband service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.	
<440>	Complaints per 1000 customers for fixed broadband	
<450>	Complaints per 1000 customers for mobile broadband	

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<039>	Contact Email Address - Email Address of person identified in data line <030>	CNierman@gci.com
<500>	Certify compliance with applicable service quality standards and consumer protection rules	Yes
619014AK510 .pdf		
<510>	Descriptive document for Service Quality Standards & Consumer Protection Rules Compliance	
<515>	Certify compliance with applicable minimum service standards	

(600) Functionality in Emergency Situations		FCC Form 481
Data Collection Form		OMB Control No. 3060-0986/OMB Control No. 3060-0819
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<039>	Contact Email Address - Email Address of person identified in data line <030>	CNierman@gci.com
<600>	Certify compliance regarding ability to function in emergency situations	Yes
<610>	Descriptive document for Functionality in Emergency Situations	619014AK610.pdf

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<039> Contact Email Address - Email Address of person identified in data line <030> CNierman@gci.com

1/1/2017

-- See attached worksheet

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[illegible]

**(800) Operating Companies
Data Collection Form**

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<810>	Reporting Carrier	GCI Communication Corp.
<811>	Holding Company	GCI Holdings, Inc.
<812>	Operating Company	n/a

[illegible]

**(900) Tribal Lands Reporting
Data Collection Form**

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 <900> Does the filing entity offer tribal land services? (Y/N) Yes

This list will be attached to the Engagement Obligation pdf as it exceeds the 1000 character limit.

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

619014AK920.pdf

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select Yes or No or Not Applicable
Yes
<div></div>
Yes
Yes
Yes
Yes
Yes
Yes
Yes

**(1000) Voice and Broadband Service Rate Comparability
Data Collection Form**

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<1000> Voice services rate comparability certification Yes

<1010> Attach detailed description for voice services rate comparability compliance 619014AK1010.pdf

Name of Attached Document

<1020> Broadband comparability certification

<1030> Attach detailed description for broadband comparability compliance

Name of Attached Document

**(1100) No Terrestrial Backhaul Reporting
Data Collection Form**

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<1100> Certify whether terrestrial backhaul options exist (Y/N)

Yes

<1130> Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).

(1200) Terms and Condition for Lifeline Customers
Lifeline
Data Collection Form

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<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website

HTTP <https://www.gci.com/wireless/lifeline>

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- | | |
|--|-------------------------------------|
| <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, | <input checked="" type="checkbox"/> |
| <1222> Details on the number of minutes provided as part of the plan, | <input checked="" type="checkbox"/> |
| <1223> Additional charges for toll calls, and rates for each such plan. | <input checked="" type="checkbox"/> |

(2005) Price Cap Carrier Additional Documentation

FCC Form 481

Data Collection Form

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Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

July 2013

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Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting

- <2011> 3rd Year Certification 47 CFR §54.313(b)(1)(ii) - Note that for the July 2017 certification, this applies to Round 2 recipients of Incremental Support.
- <2022> Recipient certifies, representing year three after filing a notice of acceptance of funding pursuant to 54.312(c), that the locations in question are not receiving support under the Broadband Initiatives Program or the Broadband Technology Opportunities Program for projects that will provide broadband with speeds of at least 4 Mbps/1Mbps - 54.313(b)(2)(i). Round 2 recipients only.
- <2023> The attachment on line 2024 includes a statement of the total amount of capital funding expended in the previous year in meeting Connect America Phase I deployment obligations, accompanied by a list of census blocks indicating where funding was spent. This covers year three - 54.313(b)(2)(ii). Round 2 recipients only.
- <2024A> Round 2 Recipient of Incremental Support?
- <2024B> Attach list of census blocks indicating where funding was spent in year three - 54.313(b)(2)(ii). Round 2 recipients only.
- <2025A> Round 2 Recipient of Incremental Support?
- <2025B> Attach geocoded Information for Phase I milestone reports (Round 2 for year three) - Connect America Fund , WC Docket 10-90, Report and Order, FCC 13-73, paragraph 35 (May 22, 2013).
- <2015> 2016 and future Frozen Support Certification 47 CFR § 54.313(c)(4)

Name of Attached Document Listing
Required Information

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Required Information

(2005) Price Cap Carrier Additional Documentation

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Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

July 2013

Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}

<2016> Certification support used to build broadband

Connect America Phase II Reporting {47 CFR § 54.313(e)}

<2017A> Connect America Fund Phase II recipient?

<2017C> Total amount of Phase II support, if any, the price cap carrier used for capital expenditures in 2016.

<2018> Attach the number, names, and addresses of community anchor institutions to which the carrier newly began providing access to broadband service in the preceding calendar year - 54.313(e)(1)(ii)(A)

Name of Attached Document Listing
Required Information

<2019> Recipient certifies that it bid on category one telecommunications and Internet access services in response to all FCC Form 470 postings seeking broadband service that meets the connectivity targets for the schools and libraries universal service support program for eligible schools and libraries located within any area in a census block where the carrier is receiving Phase II model-based support, and that such bids were at rates reasonably comparable to rates charged to eligible schools and libraries in urban areas for comparable offerings - 54.313(e)(1)(ii)(C)

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Select from the drop down menu or check the boxes below to note compliance with 54.313(f)(1). Privately held carriers must ensure compliance with the financial reporting requirements set forth in 47 CFR 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3009)	Progress Report on 5 Year Plan Carrier certifies to 54.313(f)(1)(iii)	
(3010A)	Certification of Public Interest Obligations {47 CFR § 54.313(f)(1)(i)}	
(3010B)	Please Provide Attachment	Name of Attached Document Listing Required Information
(3012A)	Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)}	
(3012B)	Please Provide Attachment	Name of Attached Document Listing Required Information
(3013)	Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)}	(Yes/No) <input type="radio"/> <input type="radio"/>
(3014)	If yes, does your company file the RUS annual report	(Yes/No) <input type="radio"/> <input type="radio"/>
	Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:	
(3015)	Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)	<input type="checkbox"/>
(3016)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	Name of Attached Document Listing Required Information
(3018)	If the response is no on line 3014, is your company audited?	(Yes/No) <input type="radio"/> <input type="radio"/>
	If the response is yes on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:	
(3019)	Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers	<input type="checkbox"/>
(3020)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>
(3021)	Management letter and/or audit opinion issued by the independent certified public accountant that performed the company's financial audit.	<input type="checkbox"/>
	If the response is no on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:	
(3022)	Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers	<input type="checkbox"/>
(3023)	Underlying information subjected to a review by an independent certified public accountant	<input type="checkbox"/>
(3024)	Underlying information subjected to an officer certification.	<input type="checkbox"/>
(3025)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>
(3026)	Attach the worksheet listing required information	Name of Attached Document Listing Required Information

(3005) Rate Of Return Carrier Additional Documentation (Continued)

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Financial Data Summary

(3027) Revenue

(3028) Operating Expenses

(3029) Net Income

(3030) Telephone Plant In Service(TPIS)

(3031) Total Assets

(3032) Total Debt

(3033) Total Equity

(3034) Dividends

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4005 Rural Broadband Experiment

Authorized Rural Broadband Experiment (RBE) recipients must address the certification for public interest obligations, provide a list of newly served community anchor institutions, and provide a list of locations where broadband has been deployed.

Public Interest Obligations – FCC 14-98 (paragraphs 26-29, 78)

Please address Line 4001 regarding compliance with the Commission’s public interest obligations. All RBE participants must provide a response to Line 4001.

4001. Recipient certifies that it is offering broadband to the identified locations meeting the requisite public interest obligations consistent with the category for which they were selected, including broadband speed, latency, usage capacity, and rates that are reasonably comparable to rates for comparable offerings in urban areas?

Community Anchor Institutions – FCC 14-98 (paragraph 79)

4003a. RBE participants must provide the number, names, and addresses of community anchor institutions to which they newly deployed broadband service in the preceding calendar year. On this line, please respond (yes – attach new community anchors, no – no new anchors) to indicate whether this list will be provided.

If yes to 4003A, please provide a response for 4003B.

4003b. Provide the number, names and addresses of community anchor institutions to which the recipient newly began providing access to broadband service in the preceding calendar year.

Name of Attached Document Listing Required Information

Broadband Deployment Locations – FCC 14-98 (paragraph 80)

4004a. Attach a list of geocoded locations to which broadband has been deployed as of the June 1st immediately preceding the July 1st filing deadline for the FCC Form 481.

Name of Attached Document Listing Required Information

4004b. Attach evidence demonstrating that the recipient is meeting the relevant public service obligations for the identified locations. Materials must at least detail the pricing, offered broadband speed and data usage allowances available in the relevant geographic area.

Name of Attached Document Listing Required Information

**Certification - Reporting Carrier
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TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier: GCI COMMUNICATION CORP.	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 06/27/2017
Printed name of Authorized Officer: Lynda Tarbath	
Title or position of Authorized Officer: VP CAO	
Telephone number of Authorized Officer: 9078685638 ext.	
Study Area Code of Reporting Carrier: 619014	Filing Due Date for this form: 07/03/2017
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

**Certification - Agent / Carrier
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TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent:	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date:
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier:	
Name of Authorized Agent Firm:	
Signature of Authorized Agent or Employee of Agent:	Date:
Name of Authorized Agent Employee:	
Title or position of Authorized Agent or Employee of Agent:	
Telephone number of Authorized Agent or Employee of Agent:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

(200) Service Outage Reporting (Voice)**Data Collection Form**

FCC Form 481

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<210> For the prior calendar year, were there any reportable voice service outages?

Yes

<220>

<a>	<b1>	<b2>	<b3>	<b4>	<c1>	<c2>	<d>	<e>	<f>	<g>	<h>
NORS Reference Number	Outage Start Date	Outage Start Time	Outage End Date	Outage End Time	Number of Customers Affected	Total Number of Customers	911 Facilities Affected (Yes / No)	Service Outage Description (Check all that apply)	Did This Outage Affect Multiple Study Areas (Yes / No)	Service Outage Resolution	Preventative Procedures
16-01338016	01/13/2016	01:08	07/28/2016	09:08	9157	48964	No	Cellular	Yes	Ethernet cards on Optical Transport Multiplexer were reset.	Project is underway to replace optical transport equipment with latest technology.
16-02105330	01/15/2016	17:02	07/31/2016	01:02	12000	31380	No	Cellular	Yes	The changes to VLAN routing were backed out.	We have established and continue to refine our Change Management process.
16-02682700	01/25/2016	17:00	08/10/2016	01:00	126430	126430	No	Cellular	Yes	Vendor software re-installed, restarted necessary applications.	We have established and continue to refine our Change Management process.
16-03246656	02/01/2016	07:09	08/16/2016	15:09	227166	227166	No	Wireline (including cable) Voice (non-VoIP), Cellular	Yes	Traffic rerouted. Firewall reset.	Establish and continue to refine Change Management process, including handing of vendor activities.
16-06148260	03/01/2016	01:16	09/14/2016	09:16	46659	227166	No	Cellular	Yes	Updated rolled back to previous configuration.	Vendor software correction.
16-08384203	03/23/2016	17:25	10/07/2016	01:25	185000	227166	No	Cellular	Yes	ATT resolved their issue.	None at this time.
16-09267462	04/01/2016	09:00	10/15/2016	17:00	6100	22637	No	Cellular	Yes	Reset of main interface card	None at this time.
16-09858647	04/07/2016	11:07	10/21/2016	19:07	10000	76929	Yes	Wireline (including cable) VoIP, Wireline (including cable) Voice (non-VoIP), Cellular	No	Temporary aerial fiber optic cables installed.	None at this time.
16-13360219	05/12/2016	11:34	11/25/2016	19:34	50000	76929	Yes	Cellular	No	IDLE trunks were busied.	Implemented Monolith-realtime 911 monitoring
16-15383758	06/01/2016	16:34	12/16/2016	00:34	3175	3175	Yes	Wireline (including cable) Voice (non-VoIP), Cellular	Yes	Fiber damage was repaired.	None at this time.
16-21255343	07/30/2016	10:25	02/12/2017	18:25	5000	18371	Yes	Wireline (including cable) Voice (non-VoIP), Cellular	Yes	Fiber damage was repaired.	Cable covered with protective material to prevent digging
16-21710831	08/03/2016	22:04	02/17/2017	06:04	6437	50160	Yes	Wireline (including cable) VoIP, Cellular	Yes	Reset main interface card to restore services.	We have established a QoS policy for transport provided to the Wireless nodes across TERRA
16-27569005	10/01/2016	10:00	04/16/2017	18:00	8000	31380	No	Wireline (including cable) Voice (non-VoIP), Cellular	Yes	Manually Reset Breaker	Install power redundancy.

Data Collection Form

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	619014
<015>	Study Area Name	GCI COMMUNICATION CORP.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Chris Nierman
<035>	Contact Telephone Number - Number of person identified in data line <030>	2024578815 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	CNierman@gci.com

<210> For the prior calendar year, were there any reportable voice service outages?

Yes

$\langle 220 \rangle$

[illegible]

(700) Price Offerings including Voice Rate Data Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	619014
<015>	Study Area Name	GCI COMMUNICATION CORP.
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<030>	Contact Name - Person USAC should contact regarding this data	Chris Nierman
<035>	Contact Telephone Number - Number of person identified in data line <030>	2024578815 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	CNierman@gci.com

<701>	Residential Local Service Charge Effective Date	1/1/2017
<702>	Single State-wide Residential Local Service Charge	

<703>

[illegible]

(800) Operating Companies Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	619014
<015>	Study Area Name	GCI COMMUNICATION CORP.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Chris Nierman
<035>	Contact Telephone Number - Number of person identified in data line <030>	2024578815 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	CNierman@gci.com
<810>	Reporting Carrier	GCI Communication Corp.
<811>	Holding Company	GCI Holdings, Inc.
<812>	Operating Company	n/a

[illegible]

GCI Communication Corp.

SAC: 619014

Form 481: (300) *Unfilled Service Requests (voice)*

In 2016, GCI had 54 instances in which it was unable to improve wireless coverage on a short term basis. In all cases, the customers were given the option of roaming on another carrier's network in the affected area or porting their numbers to a GCI wireless competitor. Some of these customers elected roaming for their wireless service, while others elected to discontinue service. Other customers were determined to be in a low coverage area and GCI was unable to provide a solution for the limited wireless coverage.

GCI reports these matters in the event the Commission considers them encompassed by the reporting requirement herein. There are no other service denials to report.

Incident #	City Name	Incident Reported on	Customer Issue	Resolution	Summary
1	JBER	2/22/2016 3:45:35 PM	Weak indoor signal	Customer provided Femto cell	FEMTO
2	EAGLE RIVER	3/15/2016 8:45:29 PM	Weak indoor signal	Customer provided Femto cell	FEMTO
3	NORTH POLE	4/6/2016 11:00:09 AM	Weak indoor signal	Customer provided Femto cell	FEMTO
4	PALMER	5/7/2016 6:21:37 PM	Weak indoor signal	Customer provided Femto cell	FEMTO
5	ANCHORAGE	6/13/2016 3:48:20 PM	Weak indoor signal	Customer provided Femto cell	FEMTO
6	ANCHORAGE	11/2/2016 1:19:59 PM	Weak indoor signal	Customer provided Femto cell	FEMTO
7	KENAI	12/7/2016 11:43:29 AM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Customer provided Femto cell	FEMTO
8	SOLDOTNA	1/21/2016 12:08:01 PM	CRC/CPC (CANNOT RECEIVE/PLACE CALL)	No action required/Outage resolved	Issue Resolved

Incident #	City Name	Incident Reported on	Customer Issue	Resolution	Summary
9	YAKUTAT	2/16/2016 8:08:14 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	No action required/Outage resolved	Issue Resolved
10	DELTA JUNCTION	10/1/2016 12:06:09 PM	DATA CDMA	No action required/Outage resolved	Issue Resolved
11	THORNE BAY	1/3/2016 1:11:27 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	No action required/Outage resolved	Outage Resolved
12	SCAMMON BAY	1/12/2016 3:26:44 PM	CRC/CPC (CANNOT RECEIVE/PLACE CALL)	No action required/Outage resolved	Outage Resolved
13	BUCKLAND	1/18/2016 12:25:02 PM	CRC/CPC (CANNOT RECEIVE/PLACE CALL)	No action required/Outage resolved	Outage Resolved
14	HOOPER BAY	4/13/2016 4:52:01 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	No action required/Outage resolved	Outage Resolved
15	MEKORYUK	4/27/2016 1:01:36 PM	OTHER	No action required/Outage resolved	Outage Resolved
16	HOMER	4/27/2016 11:25:08 AM	DATA CDMA	Device issue	Swapped handset
17	CRAIG	8/20/2016 12:29:02 PM	OTHER	Enabled Roaming	Enabled Roaming
18	HOUSTON	9/14/2016 9:26:41 AM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Enabled Roaming	Enabled Roaming
19	TYONEK	9/28/2016 9:02:00 AM	OTHER	Enabled Roaming	Enabled Roaming

Incident #	City Name	Incident Reported on	Customer Issue	Resolution	Summary
20	WASILLA	10/5/2016 9:40:16 AM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Enabled Roaming	Enabled Roaming
21	NENANA	10/6/2016 12:37:23 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Enabled Roaming	Enabled Roaming
22	FAIRBANKS	10/6/2016 1:10:10 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Enabled Roaming	Enabled Roaming
23	HEALY	11/4/2016 11:48:46 AM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Enabled Roaming	Enabled Roaming
24	TALKEETNA	11/7/2016 1:45:12 PM	CRC/CPC (CANNOT RECEIVE/PLACE CALL)	Enabled Roaming	Enabled Roaming
25	WILLOW	11/11/2016 8:50:50 AM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Enabled Roaming	Enabled Roaming
26	DELTA JUNCTION	11/14/2016 4:00:33 PM	CRC/CPC (CANNOT RECEIVE/PLACE CALL)	Enabled Roaming	Enabled Roaming
27	TALKEETNA	11/26/2016 12:59:04 PM	ROAMING (US)	Enabled Roaming	Enabled Roaming
28	SUTTON	11/30/2016 11:50:08 AM	OTHER	Enabled Roaming	Enabled Roaming
29	TYONEK	12/3/2016 1:15:22 PM	ROAMING (US)	Enabled Roaming	Enabled Roaming
30	KLAWOK	12/8/2016 6:02:06 PM	UNREGISTERED/REJECTED SIM	Enabled Roaming	Enabled Roaming
31	AKUTAN	12/28/2016 8:41:12 AM	CRC/CPC (CANNOT RECEIVE/PLACE CALL)	Enabled Roaming	Enabled Roaming
32	NIKOLAEVSK	4/8/2016 1:26:17 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Enabled Roaming but still weak signal area.	Turned on roaming.
33	PALMER	1/18/2016 1:08:30 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Enabled Roaming	Enabled Roaming
34	DUTCH HARBOR	2/5/2016 11:01:13 AM	OTHER	Enabled Roaming	Enabled Roaming
35	WILLOW	5/31/2016 1:48:44 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Enabled Roaming	Enabled Roaming

Incident #	City Name	Incident Reported on	Customer Issue	Resolution	Summary
36	WILLOW	6/8/2016 4:38:31 PM	CRC/CPC (CANNOT RECEIVE/PLACE CALL)	Enabled Roaming	Enabled Roaming
37	HEALY	6/12/2016 6:57:21 PM	CRC/CPC (CANNOT RECEIVE/PLACE CALL)	Enabled Roaming	Enabled Roaming
38	DELTA JUNCTION	6/22/2016 12:51:52 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Enabled Roaming	Enabled Roaming
39	NORTH POLE	6/23/2016 1:18:48 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Enabled Roaming	Enabled Roaming
40	GUSTAVUS	6/27/2016 4:48:08 PM	CRC/CPC (CANNOT RECEIVE/PLACE CALL)	Enabled Roaming	Enabled Roaming
41	TATITLEK ALASKA	7/8/2016 11:29:10 AM	CRC/CPC (CANNOT RECEIVE/PLACE CALL)	Enabled Roaming	Enabled Roaming
42	TOK	8/11/2016 11:41:00 AM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Enabled Roaming	Enabled Roaming
43	GAKONA	8/19/2016 11:00:20 PM	CRC/CPC (CANNOT RECEIVE/PLACE CALL)	Enabled Roaming	Enabled Roaming
44	KASILOF	7/26/2016 7:04:28 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Solution Refused/Declined/ No response	Refused Solution
45	KIVALINA	1/17/2016 12:51:07 PM	CAN'T RECEIVE CALLS	Solution Refused/Declined/ No response	Customer did not respond to callbacks
46	CORDOVA	4/19/2016 12:39:20 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Solution Refused/Declined/ No response	Customer did not respond to callbacks
47	DELTA JUNCTION	4/25/2016 2:28:33 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Solution Refused/Declined/ No response	Customer did not respond to callbacks
48	SHUNGNAK	5/2/2016 12:24:14 PM	OTHER	Solution Refused/Declined/ No response	Customer did not respond to callbacks

Incident #	City Name	Incident Reported on	Customer Issue	Resolution	Summary
49	SCAMMON BAT	7/25/2016 3:44:02 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Solution Refused/Declined/ No response	Customer did not respond to callbacks
50	ANAKTUVUK PASS	12/19/2016 1:28:49 PM	OTHER	Solution Refused/Declined/ No response	Customer did not respond to callbacks
51	KOTLIK	4/13/2016 12:19:36 PM	CALLS DROPPED (DISCONNECTS)	Solution Refused/Declined/ No response	Dropped calls reduced to acceptable levels
52	ANCHORAGE	11/22/2016 4:54:55 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Unresolved -- Indoor coverage	Customer does not have internet required for Femto solution. Outdoor service available.
53	ANCHORAGE	2/27/2016 6:08:05 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Unresolved -- Indoor coverage	Service available outside home. Internet not available for FEMTO
54	PRUDHOE BAY	2/11/2016 2:46:53 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Unresolved -- Indoor coverage	Low signal area. No solution at this time.

GCI Communication Corp.

SAC: 619014

Form 481: (500) *Service Quality Standards & Consumer Protection Rules Compliance*

GCI hereby certifies that it complies with 3 AAC 53.450 regarding consumer protection and service quality standards as adopted by the Regulatory Commission of Alaska, as well as the CTIA Consumer Code for Wireless Service.

/s/ Chris Nierman

Chris Nierman

Senior Counsel, Federal Affairs

General Communication, Inc.

1350 I Street, N.W., Suite 1260

Washington, DC 20005

(202) 457-8815

GCI Communication Corp.

SAC: 619014

Form 481: (600) *Functionality in Emergency Situations*

Pursuant to the Commission's rules in 47 CFR §§ 54.313(a)(6) and 54.422(b)(4), General Communication, Inc. ("GCI") hereby certifies its ability to remain functional in emergency situations through the following measures:

- I. GCI has a reasonable amount of back-up power to ensure functionality without an external power source:
 - A. GCI has an active battery plant maintenance and replacement program to ensure a minimum of eight hours of battery backup.
 - B. GCI has portable generators stationed in communities with known commercial power issues and also has supplemental generators stationed at hub communities that are available for dispatch as needed.
- II. GCI is able to reroute traffic around damaged facilities in locations where there is more than one interexchange carrier ("IXC"). GCI can also deploy portable ku VSAT terminals to restore services in the event of a damaged facility where a second IXC is not available.
- III. GCI is capable of managing traffic spikes resulting from emergency situations, because it designs trunk groups with a maximum of 1 blocked call per one hundred calls during the yearly busy hour.

/s/ Chris Nierman

Chris Nierman

Senior Counsel, Federal Affairs

General Communication, Inc.

1350 I Street, N.W., Suite 1260

Washington, DC 20005

(202) 457-8815

GCI Communication Corp.

SAC: 619014

Form 481: (1000) *Voice Services Rate Comparability*

GCI hereby certifies that it complies with requirements set out in 47 CFR § 54.313(a)(10)¹ regarding pricing of voice services as follows:

The mobile voice services pricing offered by GCI is no more than two standard deviations (\$49.51) above the national urban rate (\$22.49) for voice service as specified in the February 14, 2017 public notice issued by the Wireline Competition Bureau.

/s/ Chris Nierman

Chris Nierman

Senior Counsel, Federal Affairs

General Communication, Inc.

1350 I Street, N.W., Suite 1260

Washington, DC 20005

(202) 457-8815

¹ 47 CFR § 54.313(a)(10) reads: *Beginning July 1, 2013*. A letter certifying that the pricing of the company's voice services is no more than two standard deviations above the applicable national average urban rate for voice service, as specified in the most recent public notice issued by the Wireline Competition Bureau and Wireless Telecommunications Bureau[.]